

**Federal Communications Commission
Washington, DC 20554**

FCC Form 475 – General Communications Related Issues

This form can only be used for complaints related to: 1) wireless and wireline telecommunication services; 2) non-programming related cable, broadcasting and satellite services; and 3) communications accessibility issues. For example, use Form 475 for general telephone complaints such as billing disputes, [cramming](#), telephone company advertising practices, paging services, [unsolicited telephone marketing calls](#) and [unwanted faxes](#), and accessibility by persons with disabilities to telecommunications equipment and services. **If you are complaining that your telephone company was changed to another telephone company without your permission ([SLAMMING](#)), you must use [Form 501](#) to file the complaint. If you are complaining about the allegedly obscene, profane, or indecent content of a radio or television program, you must use [Form 475B](#).**

****Required Information***

1. Consumer's Information:

- a. *First Name: _____
- b. Middle Initial: _____
- c. *Last Name: _____
- d. Your Company Name: _____
(Complete only if you are filing this complaint on behalf of a company or an organization.)
- e. Post Office Box Number: _____
- f. Street Address: _____

*Either Street Address OR Post Office Box Number is Required

- g.*City: _____
- h.*State: _____
- i. *Zip Code: _____
- j. Your E-Mail Address: _____

k. *Your Telephone Number (Residential or Business): _____

l. Your Daytime Contact Telephone Number: _____

m. The Best Time to Contact You: _____

2. Complaint Information:

a. *Name of carrier(s) or company(ies) involved in your complaint: _____

b. Telephone number for the carrier(s) or company(ies) involved with your complaint, including area code: _____

c. Which type of service is involved with your complaint:
 ___ Your Home (Residential) Telephone Service ___ Your Business (Commercial) Telephone Service

d. List the Telephone Numbers (Maximum of 2), with which you are experiencing a problem – including Area Codes:

1. *Telephone Number One: (____) _____

2. *Telephone Number Two: (____) _____

e. Complete the following if you are disputing charges listed on a telephone bill:

1. Have you paid any of the disputed charges? _____ Yes _____ No

2. Did the billing company adjust or refund the disputed charges? ___ Yes ___ No

3. If yes, what was the amount of the adjustment or refund? _____

f. *Briefly describe your complaint and include the following information in your statement, if applicable:

- account number(s) involved with your complaint if that number is different than your telephone number;
- date(s) of the telephone bill involved with your complaint;
- the resolution you are seeking:

g. For Telephone Consumer Protection Act violations such as an unsolicited telephone call in violation of your do-not-call preference; a pre-recorded message; or an unsolicited advertisement sent to your fax machine, please provide:

1. the telephone number of the individual or company who called or faxed you: _____
- *2. your telephone number(s) on which the call or fax was received: _____
- *3. a description of the telemarketing call, pre-recorded message, or unsolicited fax, including an identification of the company whose products or services were being advertised, and any phone numbers that were included in the call or fax: _____

- *4. the opt-out" number(s) provided in the call(s) or, on the fax(es):
(List number(s) given in the calls(s) or fax(es) for you to contact if you do not want to receive any additional calls or faxes.) _____

- *5. Have you: (a) purchased anything from the company being advertised in the call or fax; (b) made an inquiry or application to that company; or (c) given consent to the company to send you the call or fax? If so, please describe and state when you had such contact with the company. _____

FCC NOTICE REQUIRED BY THE PRIVACY ACT AND PAPERWORK REDUCTION ACT

The Federal Communications Commission is authorized under the Communications Act of 1934, as amended, to collect the personal information that we request in this form. This form is used for informal complaints between consumers and telecommunications carriers. If we believe there maybe a violation or potential violation of a statute, FCC regulation, rule or order, your complaint may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing or implementing the statute, rule, regulation, or order.

The public reporting for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, AMD-PERF, Paperwork Reduction Project (3060-0874), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to Leslie.Smith@fcc.gov. PLEASE DO NOT SEND YOUR COMPLETED FORMS TO THIS ADDRESS.

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0874.

THE FOREGOING NOTICE IS REQUIRED BY THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. SECTION 552a(e)(3) AND THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507.